

ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL SERVICES IN IPD AT ARTEMIS HOSPITAL GURGAON

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

By

Gauri Saha

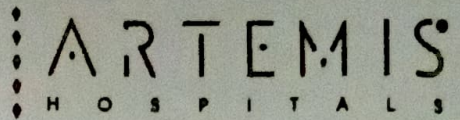
Under the Supervision and Guidance of

Dr Alok Kumar Mathur

2024



www.artemishospitals.com



A unit of Artemis Medicare Services Ltd.

Dated: 20th June, 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms Gauri Saha** has successfully completed her internship in the Department of Operations, Gurugram from 18th March, 2024 till 17th June, 2024.

During this internship, she was found to be sincere and hardworking.

We wish her all the best for future.

For Artemis Medicare Services Ltd,

Flt. Lt. Saras Malik

(Chief People Officer)

Wg Cdr. Yogesh Sharma

(General Manager – Security & Operations)

ARTEMIS
PHR APP



Artemis Medicare Services Ltd.

Corporate Office: Sector 51, Gurugram - 122001, Haryana, India

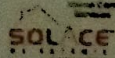
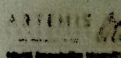
Ph.: +91 124 4511 111 | Emergency & Trauma: +91 124-4588 888 | Fax: +91 124 4588 899

Registered Office: Plot No. 14, Sector 20, Dwarka, New Delhi - 110075 | CIN: LR5110DL2004PLC126414 |

GST: 06AAHCA0130M121 (HR), 07AAHCA0130M122 (DEL) | TAN: DFLA16048E | PAN: AAHCA0130M |

Email: info@artemishospitals.com | Web: www.artemishospitals.com

ARTEMIS VENTURES



DECLARATION BY STUDENT

I hereby declare that this dissertation titled "ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL SERVICES IN IPD AT ARTEMIS HOSPITAL GURGAON." is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

Gauri Saha
GAURI SAHA

Date: 3/7/24

CERTIFICATE

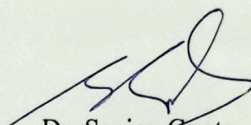
This is to certify that dissertation titled “**ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL SERVICES IN IPD AT ARTEMIS HOSPITAL GURGAON.**” is a record of the research work undertaken by **Gauri Saha** in partial fulfillment of the requirements for the award of the degree of MBA (Hospital & Health Management) from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

A blue ink signature of Alok Kumar Mathur.

Alok Kumar Mathur
Faculty Guide
IIHMR University, Jaipur

Date

July 3, 2024

A blue ink signature of Dr. Sanjay Gupta.

Dr. Sanjay Gupta
School Dean
IIHMR University, Jaipur

Date 02/07/2024

ACKNOWLEDGEMENT

I would like to express my deepest gratitude to my esteemed organization guides and mentors Mr. Mohammed Haseeb (Principle lead call center, Operations manager) whose unwavering guidance, expertise, and encouragement have been instrumental in the completion of this dissertation thesis.

Their profound knowledge and insightful feedback have not only enriched the quality of this research but also broadened my academic horizons. I am sincerely indebted to them for their patience, dedication, and invaluable support throughout every phase of this endeavor.

I extend my heartfelt appreciation to Alok Kumar Mathur Sir for their mentorship, constructive criticism, and scholarly wisdom, which have challenged me to strive for excellence and pursue intellectual rigor.

Furthermore, I am grateful to the entire faculty at IIHMR UNIVERSITY JAIPUR whose passion for teaching and commitment to academic excellence have inspired me to embark on this scholarly pursuit.

Finally, I want to thank my family and friends for their unwavering love, support, and patience during this challenging but important journey. I am incredibly appreciative of their unwavering conviction in my abilities and support, which has given me a lot of strength and determination.

Thank you for your constant support, belief, and contributions.

Ms. Gauri Saha

MBA HM 27

IIHMR UNIVERSITY JAIPUR

TABLE OF CONTENT:

SR .NO	CONTENT	PAGE
1	Cover page	1-2
2	Declaration by the Student	3
3	Certificate	4-5
4	Acknowledgement	6
5	Abstract	8
6	About Artemis hospital Gurgaon.	10-14
7	Introduction	15-17
8	Significance of the study	18
9	Problem Statement	18
10	Gap Analysis	19
11	Research Question	20
12	Objective	20
10	Review of literature	21-33
11	Methodology	34-36
12	Result	37-52
15	Discussions	52
16	Recommendations	53-54
17	Conclusion	55-56
18	Reference	57-58
19	Annexure	59
20	Thank you	60

ABSTRACT

KEY WORDS:

IPD, Patient centric care, Medical response, Patient Satisfaction and wellness assessment.

BACKGROUND

PATIENT SATISFACTION ASSESSMENT AS A TOOL FOR ANALYSING PATIENT SATISFACTION at Artemis Hospital in Gurgaon, patient wellness is a top priority, and their In-Patient Department (IPD) services reflect a commitment to comprehensive and compassionate care. Here are the key aspects of their services: Patient satisfaction serves as a key performance indicator (KPI) that gauges how effectively healthcare providers are meeting the needs and expectations of their patients.

OBJECTIVE

To assess patient satisfaction with specific aspects of care at Artemis IPD Hospital & to understand patients' opinions about how well the hospital cares for them compared to similar hospitals.

METHODOLOGY

A cross sectional descriptive study involving 100 patients aged 5 to 85 years, admitted at the inpatient department (IPD) of Artemis Hospital Gurgaon was conducted. Convenience sampling was used for selection of 100 IPD patients. Data was gathered from the admitted IPD patients of all floors of Artemis Hospital Gurgaon using the Patient Satisfaction Questionnaire and direct one to one interaction with the patients

RESULTS:

The main focus of the study was patient satisfaction in relation to medical services offered by doctor's nurses and other staff of Artemis Hospital Gurgaon. During the study conducted in Artemis hospital Gurgaon, every morning during the rounds in different floors, it was clear that there were several issues in the hospital which needed attention. The data collected gave an insight to the specific gaps in deficiency in service which were to be analyzed and given solutions upon

CONCLUSION:

The patient satisfaction assessment of the Inpatient Department (IPD) at Artemis Hospital, Gurgaon provides valuable insights into various aspects of medical services and patient experiences within the hospital setting. Addressing identified gaps through targeted interventions and improvements is crucial to elevating the standard of care and ensuring optimal patient experiences within the IPD at Artemis Hospital, Gurgaon.

List of Figures:

Fig 4.1	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Doctor visit twice in a day.
Fig 4.2	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Doctor explained the patient about the line of treatment clearly.
Fig 4.3	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Investigations were priorly explained.
Fig 4.4	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Was the doctor empathetic?
Fig 4.5	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Are patients receiving timely assessments of their nutritional needs?
Fig 4.6	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the nurses prompt to the needs of patients?
Fig 4.7	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the medications explained before the infusion or administration?
Fig 4.8	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the five movements of hand hygiene followed by the nurses?
Fig 4.9	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the patients given enough information about patient fall?
Fig 4.10	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the patients pain management needs adequately addressed?
Fig 4.11	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were any culture, religious or language problem faced by the patients during the stay?
Fig 4.12	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the meals provided by the hospital staff satisfactory in terms of quality and variety?
Fig 4.13	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Were the hospital facilities clean and well maintained?
Fig 4.14	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Does the admission and discharge process patient oriented or friendly?
Fig 4.15	Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of: Are there less amount of GDA staffs available in the Wards?

List of tables :

Fig 4.1	Age and sex distribution of participants.
Fig 4.2	Annexure

ABOUT ARTEMIS HOSPITAL GURGAON.

Artemis Health Institute was established in 2007 with 550 beds. Since its inception, Artemis had been providing pioneering healthcare service that resonate with unwavering commitment and groundbreaking achievements.

Artemis Health Institute was the first hospital in Gurgaon to receive accreditation from the prestigious Joint Commission International (JCI) in 2013. This remarkable feat had been a proof of Artemis's unwavering dedication to global standards of quality, patient safety, and exceptional healthcare delivery.

Artemis Health Institute emerged as the first hospital in Haryana to achieve accreditation from the NABH, setting a new benchmark for quality healthcare in the region.

At Artemis, caters to unparalleled patient-centric care which is technology driven. The hospital's infrastructure, high end medical technology, and a team of qualified & competent medical professionals have collectively positioned Artemis as a beacon of transformative healthcare solutions.

Artemis Health Institute offers quality medical services in the field of cardiology, oncology, orthopedics, neurology & more. The institution's legacy of excellence is grounded in a culture deeply rooted in patient well-being, comfort, and swift recovery, ensuring a holistic approach to healthcare.

FOR INTERNATIONAL PATIENTS.

The goal of Artemis Hospital's International Patients Department is to ensure that patients not only feel comfortable during their stay but also have a smooth and healthy return to their home country.

The first hospital in Gurgaon to receive JCI accreditation, Artemis is devoted to providing top-notch healthcare services since 2007. Artemis offers high end treatment in cardiology, neurology, neurosurgery, cancer, orthopedics, and emergency care. An international patient coordinator is assigned to each patient, acting as their single point of contact prior to, during, and following their visit.

Artemis Hospital is dedicated to Service before Departure as:

-  Tele-consults and Pre Departure Evaluation
-  Facilitate Travel arrangements
-  Visa Services
-  Hotel Booking (Budget, Deluxe and Luxury Hotels)
-  Airport (New Delhi) Pick Up and Drop
-  Bedside admission in the Hospital

After Admission Services:

-  Dedicated International Lounge
-  Choice of rooms from private to luxury suites
-  Cuisine choices
-  Interpreters
-  Wi Fi enabled suites
-  Travel Desk within the hospital
-  Money Changer within the Hospital

Post Discharge Services

-  Post Discharge travel arrangements through a travel partner
-  Post discharge stay in Delhi/NCR in a choice of hotels
-  Travel Assistance for sightseeing within India
-  Tele-consultation with the treating doctor.

Travel & Accommodation: By partnering with some of India's top travel agencies, the organization has made it easier for its foreign patients to make travel and lodging arrangements.

The following are the travel and lodging services that Artemis offers:

-  Travel arrangements to reach India
-  Visa Services
-  Hotel Booking (Budget, Deluxe and Luxury Hotels)
-  Pickup and drop at the International Airport in New Delhi
-  Post discharge stay in Delhi in a choice of hotels
-  Sightseeing in Delhi
-  Travel and stay in the Himalayas or any other tourist location in India
-  Travel arrangements for the journey back home.

CENTRE OF EXCELLENCE AT ARTEMIS HOSPITAL GURGAON.

-  Artemis Emergency & Trauma Centre
-  Artemis Heart Centre
-  Artemis Cancer Centre
-  Artemis Neurosciences Centre
-  Artemis Joint Replacement & Orthopaedics Centre
-  Artemis Minimally Invasive & Bariatric Surgery Centre
-  Artemis Transplant Centre (Liver, Kidney, Cornea & Bone Marrow Transplant)
-  Artemis Women & Child Centre
-  Artemis Pulmonology & Critical Care Centre
-  Artemis Gastro sciences Centre
-  Artemis Cosmetology & Plastic Surgery Centre
-  Artemis Pain Medicine & Palliative care.

ABOUT SOLACE HOME CARE SERVICES.

Solace Home Care Services offer credible and professional services. Through accomplished, trained and certified caregivers who are compassionate and incredibly responsive towards their beneficiaries.

Scope of Service:

-  Nursing Services
-  Critical Care / Post-Operative Nursing Care / Post Discharge Nursing Care
-  Short Nursing Visits – Injections / Dressing etc.
-  Lab Sample Collection at Home
-  Blood Sample collection with Authentic Reports
-  Genuine Medicines at Special Prices
-  Prescription-only medicines
-  Other Services
-  Physiotherapy - Pain management & Post-surgery Rehab (TKR,THR)
-  Doctor Visit / Consultation
-  Home Health Attendant - Post Surgery / Post Discharge Care Assistant / General Duty Assistant / Elder Care
-  Investigations : X-Ray | ECG | PFT | Sleep Study | Holter |

Medical Equipment's

-  BiPAP | CPAP | Oxygen
-  Hospital Bed | Recliner Bed | Air Mattress
-  Other Medical Equipment's (Available on Rental & Sales)
-  Experience Elevated Care with Solace Home Care Services –

Top-notch medical specialists give care at a hospital that adheres to research-oriented medical methods and procedures that are measured against the best in the world. The hospital has received praise for its provision of high-quality services in a cost-effective, patient-centred setting.

VISION.

Vision Statement

To create an Integrated World Class Healthcare System, Fostering, Protecting, Sustaining and Restoring Health through Best in Class Medical Practices and Cutting Edge Technology developed through in depth Research carried out by the World's Best Scientific Minds.

Core Values

The corporate value system at Artemis is founded on three pillars – Service, Compassion and Integrity.

-  Respect for Associates
-  Care for Customers
-  Excellence through Teamwork
-  Always Learning
-  Trust Mutually
-  Ethical Practices
-  Mission
-  Deliver world class patient care services
-  Excel in the delivery of specialized medical care supported by comprehensive research and education
-  Be the preferred choice for the world's leading medical professionals and scientific minds.
-  Develop, apply, evaluate and share new technology

CHAPTER 1- INTRODUCTION

PATIENT SATISFACTION ASSESMENT AS A TOOL FOR ANALYSING PATIENT SATISFACTION.

At Artemis Hospital in Gurgaon, patient wellness is a top priority, and their In-Patient Department (IPD) services reflect a commitment to comprehensive and compassionate care. As the healthcare industry evolves, patient satisfaction has emerged as a crucial metric for healthcare organizations and clinics to monitor and enhance. Patient satisfaction serves as a key performance indicator (KPI) that gauges how effectively healthcare providers are meeting the needs and expectations of their patients.

KPI is essential because it not only reflects the quality of care delivered but also influence patient outcome and overall healthcare experience. The value of patient satisfaction as a key performance indicator in the healthcare industry, as well as methods for assessing and enhancing it is being subsequently discussed. Patient satisfaction can help elevate the standard of care and contribute to better health outcomes.

Medical Services:

Doctors and Nurses: Artemis Hospital has skilled and experienced doctors and nurses providing personalized care. The medical staff is praised for their professionalism, expertise, and compassionate approach, as well as their ability to communicate effectively with patients and their families

Specialized Care: The hospital provides specialized medical services, including oncology, cardiology, neurology, gastroenterology, and more. This ensures that patients receive targeted and effective treatments for their specific conditions.

Support Services:

Food and Beverage: Proper nutrition is crucial for patient recovery, and Artemis Hospital provides well-balanced meals tailored to meet the dietary needs of patients.

The nutrition department works closely with medical staff to ensure that meals contribute to the overall wellness of the patients.

Housekeeping: Cleanliness and hygiene are maintained to the highest standards, which is vital for preventing infections and ensuring a safe environment for recovery. The housekeeping staff at Artemis Hospital is trained to follow strict protocols to keep the facilities clean and sanitized.

Medical Response and Emergency Services:

Prompt Medical Response: The hospital is equipped to handle medical emergencies efficiently. This includes having a responsive team of healthcare professionals available around the clock to address any urgent medical needs that arise during a patient's stay.

A patient wellness assessment at Artemis Hospital in Gurgaon involves a comprehensive evaluation of various aspects of a patient's health and well-being during their stay. This includes medical services provided by highly skilled doctors and nurses, ensuring personalized and expert care tailored to each patient's needs. The hospital also emphasizes the importance of support services such as nutrition and housekeeping to maintain hygiene and provide balanced meals that support recovery.

Additionally, the hospital ensures prompt medical responses for any emergencies, enhancing patient safety. Emotional and psychological support programs, along with a secure patient portal for easy access to medical records and communication, further contribute to the overall wellness and satisfaction of patients and their families.

SIGNIFICANCE OF THE STUDY

Patient satisfaction is influenced by several key factors that are integral to a comprehensive wellness assessment. Precise interaction between patients and healthcare professionals is essential to ensure that patient's feel heard and understood. Timely access to care and minimal waiting time significantly enhance the patient experience. The quality of care, including the competence and empathy of healthcare professionals, is paramount. The cleanliness and comfort of healthcare facilities adds to patient satisfaction. Additionally, the availability of clear information and education about care and treatment options empowers patients and helps them make informed decisions.

Lastly, cultural competency and sensitivity to the diverse needs and preferences of patients are vital for delivering personalized and respectful care. Together, these factors contribute to a holistic approach to patient wellness and satisfaction.

PROBLEM STATEMENT:

The primary issue as observed in patient satisfaction assessment regarding the medical services in the In-Patient Department (IPD) at Artemis Hospital, Gurgaon, revolving around overall patient care was thoroughly evaluated and optimized. This included the quality and effectiveness of communication between healthcare providers and patients, the timeliness and accessibility of medical care, the standard of care provided, and the overall cleanliness and comfort of the healthcare facilities. Additionally, it involved assessing the services available, clarity of information and education provided to patients about their treatment options, as well as the cultural competency and sensitivity of the staff to the diverse needs and preferences of patients. Addressing these factors were crucial for enhancing patient satisfaction and improving health outcomes.

GAP ANALYSIS:

A gap analysis of patient satisfaction was done in the Inpatient Department (IPD) at Artemis Hospital, Gurgaon through a set of patient satisfaction questionnaire (given above) which involves identifying areas where current practices may fall short of meeting patient needs and expectations. Key aspects to consider include communication between medical staff and patients, quality of care provided during hospital stays, accessibility to medical services and information, coordination of care among different healthcare professionals, and patient satisfaction with their overall experience. By assessing these areas, any gaps between current practices and desired standards can be identified, allowing for targeted interventions and improvements to enhance patient wellness and satisfaction in the IPD department at Artemis Hospital, Gurgaon.

Why is tracking patient satisfaction important during the stay in hospital in IPD wards?

Tracking patient satisfaction is crucial for several reasons. It helps healthcare organizations gauge how well they meet patient needs and expectations, highlighting areas for improvement in services, processes, and policies. Additionally, higher patient satisfaction is linked to treatment as per protocol, improved health outcomes, and reduced likelihood of patients seeking care elsewhere, ultimately lowering healthcare costs. Moreover, satisfied patients are more likely to trust, recommend, and return to the provider, enhancing patient retention and revenue. Overall, focusing on patient satisfaction allows healthcare providers to continually providing quality care and build strong, loyal patient relationships.

Patient satisfaction is the patient's level of contentment with their clinical treatment and overall hospital experience. Here are some key points related to this study:

RESEARCH QUESTIONS:

- ✚ What is the overall satisfaction level of patients admitted to the IPD at Artemis Hospital? How do patients rate their overall experience during their stay in the IPD?
- ✚ How do patients perceive the quality of medical care provided by doctors and nurses in the IPD?
- ✚ Are patients satisfied with the timeliness and effectiveness of medical treatments and interventions?
- ✚ Are patients satisfied with the availability of medical staff, amenities, and support services in the IPD?
- ✚ How well does patients from diverse backgrounds accepted and provided medical care in the IPD?

OBJECTIVE OF THE STUDY

- ✚ Assessment of patient satisfaction with specific aspects of prompt and effective quality medical care at the IPD of Artemis Hospital.

CHAPTER 2- REVIEW OF LITERATURE:

SR N O.	AUTHOR	TITLE	STUDY LOCATION	SAMPLE SIZE AND TECHNIQUE	SALIENT FEATURES
1.	Dr. Satpal Singh, Dr. Shipra Jain.	Satisfacti on of IPD Patients with medical services.	NKS Hospital New Delhi	50 samples, Random Sampling.	Fifty randomly chosen demographics in the NKS Hospital's in- patient department participated in a survey. Data from the randomly chosen sample was gathered using the Patient Satisfaction Questionnaire. In order to avoid any bias, each person was permitted to complete the questionnaire. In order to conduct this study, primary data from NKS Hospital in New Delhi, India, were analyzed. The data includes details about the features of medical care

					services as well as patient answers to self-administered satisfaction surveys. The outcome indicates that even while patient satisfaction varied depending on the type of medical care received
2.	Madhur Verma Kirtan Rana Ankita Kankaria Ramnika Aggarwal	Assessment of patient's satisfaction on traveling to a northern Indian tertiary healthcare facility	Kalpana Chawla Government Medical College, Karnal (Haryana).	Data collected from 330 OPD and 310 IPD patients. Cross Sectional Study.	In Haryana, a tertiary care hospital hosted the study from January to March 2019. The institute serves both residents of the state and those outside of it, with a wide catchment area. Information was collected from 310 and 330 patients, respectively, who visited the IPD and OPD. Following data cleansing, the final analysis

					contained from the OPD and IPD, there were 326 and 294 patients, respectively. Three-quarters of the patients ranged in age from 21 to 40. It shows significant differences ($P<0.05$) based on gender, first hospital visit, and family income among the characteristics of the sociodemographic patient population using the hospital's IPD and OPD services.
3.	Naresh Chauhan, Hiteshree Patel ¹ 2, Harsad Patel ³ , J. K. Kosambi ⁴	Patient Satisfaction Survey: for Improving Quality of Care at Tertiary	Government Medical College, Surat, Gujarat, India	800 participants in a cross-sectional study, 400 of whom were from indoor and outdoor facilities	60% of clients using OPD services thought that the time to receive services was appropriate, 98% were happy with staff behavior, 60% were happy with

		Care Center, South Gujarat			OPD cleanliness but only 16 percent were unhappy with public utilities, 70% of patients were happy with the hospital's water and other amenities, and 77% thought the OPD was overcrowded. Every patient said that their privacy had been upheld.
4	Nebsu Asamrew, Abduilhafiz A. Endris, and Musse Tadesse	An analysis of a specialized hospital in Ethiopia to determine the factors influencing the degree of patient satisfaction with	Governmental hospitals in Addis -Ababa, Ethiopia	Cross sectional study 398 samples	The degree of patient satisfaction in this study was assessed using a set of 19 questions, each consisting of three dimensions, in light of the fact that patient satisfaction is a cumulative result of various services rendered within the hospital. Three distinct areas were evaluated: the use of services,

		inpatient services			interactions between patients and healthcare providers, and information pertaining to the facility. The entire net patient satisfaction rate, according to our analysis, is 46.2% as compared to another interventional trial conducted at Debra Markos Hospital in Ethiopia, where the degree of satisfaction was 25%.
5.	Mamet Kaur, Abu Bashar, Tarundeep Singh and Rajesh Kumar	Cross-Sectional Study of Clients' Satisfaction with Outpatient and Inpatient Services of Public Health Facilities	Inpatient Services of Public Health Facilities of a North Indian State.	Cross sectional Study. 3278 outpatient department [OPD] and 1614 inpatient department [IPD].	In 2016, a cross-sectional survey of individuals utilizing public health facilities was carried out in Punjab, North India. All district hospitals, subdistrict hospitals, two community health centers (CHCs),

		of a North Indian State			and six primary health centers (PHCs) were selected at random from each of the 22 districts. A 60-item questionnaire that has undergone pre-testing and validation was used to collect data. Interviews with 1614 visits to inpatient departments (IPD) and 3278 visitors to outpatient departments (OPD) at healthcare facilities were undertaken. The majority of OPD participants stated satisfaction with the healthcare staff, the registration process, and personal issues like security and safety in medical facilities.
--	--	-------------------------	--	--	---

					The extended wait times and the treatment of patients during lab and x-ray procedures were the primary sources of dissatisfaction.
6.	Chandana Deka Luish Borboruah Pranay P Sarmah Ipsita Paul	A Study on Patient Satisfaction among the Patients Admitted in the In-Patient Departments of a Tertiary Health Care Institution in North East India	Jorhat Medical College & Hospitals.	A cross-sectional study of patients admitted to the IPD of Jorhat Medical College & Hospitals was carried out between July and August of 2018.	This study aimed to examine patient satisfaction levels across a subset of departments and assess patient satisfaction among IPD patients receiving treatment at Jorhat Medical College and Hospitals.

7.	1Sathish Raju N, 2Jayati Bahuguna, 3Jagiri N Rao	Patient Satisfacti on Survey among Inpatient s in a Multispe cialty Teaching Hospital, South India: A Feedbac k Analysis	Multispecialty teaching hospital, Mysuru.	Cross- sectional Descriptive Study. About 4800 inpatient feedback forms were analyzed for the study	Objective was to study the level of satisfaction of inpatients in general wards at a multispecialty teaching hospital, (b) To study the different factors affecting patient satisfaction, (c) To find the causes for dissatisfaction, if any and suggest remedial measures for improvement of services leading to better patient satisfaction. A total of 82% of patients were satisfied with the admission counter services, 84% with the discharge process, 95% with the doctor's care and attentiveness (with only 1% rating it as poor), 92% with nursing
----	--	---	--	---	--

					services, 79% with the food quality, and 79% with the hospital's cleanliness. Overall, 92% of patients were satisfied with the services offered by the hospital.
8.	Dr. Yogesh Chandra	To Study the Patient's IPD Feedback as an Important Tool to Increase the Patient Satisfaction in a Tertiary Care Hospital	ILS Hospitals Agartala, India. It was a NABH accredited Tertiary care hospital	Cross - sectional ,300 Samples	This study, conducted in a NABH accredited tertiary care hospital, aimed to identify key factors contributing to patient dissatisfaction. Using Microsoft Excel statistical tools such as Bar Charts and Pareto analysis, the research found that the discharge process, food and beverage services, nursing services, and admission process accounted for 80% of the dissatisfaction.

					The scope focused on delays in discharge and food and beverage services. Root cause analysis revealed several issues: patients are not timely informed about discharges, discharge medications are delayed, the current system is slow, there's no SOP for TPA discharge cases, financial counseling at admission is inadequate, health cooking classes are lacking, and diet counseling is insufficient. Recommendations include enforcing financial counseling evaluations, establishing SOPs for the TPA process, and
--	--	--	--	--	--

					conducting health cooking classes by industry experts to improve hospital services.
9.	Mr. Rais Ahmad ¹ , Farhat Jabeen ² , Sameena Mufti ³	A study to assess the patient satisfaction with health care services delivered at the inpatient department of general medicine wards of SMHS hospital, Srinagar, J&K”.	SMHS HOSPITALSR INAGAR, J&K”.	Cross-sectional study & Descriptive study .100 IPD-patients of general medical wards.	A cross-sectional study was conducted at the In-Patient Department of SMHS Hospital Srinagar (J&K) to assess patient satisfaction with healthcare services and its relationship with selected demographic variables. Using a pretested structured interview questionnaire, data were collected from 100 inpatients through systematic random sampling, with verbal consent obtained from participants.

					Descriptive statistics described satisfaction levels and independent variables, while Chi-square tests examined relationships between satisfaction and demographic variables. The results showed high satisfaction with courtesy (46%), quality of care (44%), and the physical environment (42%), but lower satisfaction with convenience (25%) and out-of-pocket costs (23.5%). No significant associations were found between satisfaction levels and demographic variables at the 0.05 significance level.
--	--	--	--	--	---

10.	Raj Kumar, Mayankkumar Javia ¹ , Harshad Mehta ² , Kamlesh ³	Assessment of Patient Satisfaction Level with the Services Available in the Inpatient Departments at a Tertiary Care Hospital	GMERS Medical College, Porbandar, Gujarat, India	Cross-sectional study. 100 inpatients Sample.	This study aimed to assess patient satisfaction in the inpatient departments (IPDs) of medicine and surgery at a tertiary care hospital. Conducted from August to October 2022 among 100 inpatients, the cross-sectional study utilized a five-point Likert scale questionnaire, with voluntary consent from participants. The results showed that 11.40% of patients were very satisfied, 44.73% were satisfied, 34.33% were neutral, and 7.53% were dissatisfied with the IPD services. Most participants expressed
-----	--	---	--	---	---

					satisfaction with the quality of food, drinking water facilities, and the treatment provided by doctors, as well as nursing care, laboratory, and radiology
--	--	--	--	--	---

A crucial indicator of healthcare quality, patient satisfaction represents the standard of care from the patient's point of view. Research indicates that a number of elements, such as communication between patients and healthcare professionals, the level of perceived competency of medical staff, the atmosphere in assisted living facilities, and the effectiveness of services rendered, all have an impact on patient satisfaction. Studies consistently show that effective communication and a compassionate, patient-centered approach are paramount in achieving high levels of satisfaction. Moreover, the integration of patient feedback into quality improvement initiatives had been highlighted as essential for enhancing care delivery. The overall consensus is that patient satisfaction not only impacts patient retention and compliance but also serves as a key indicator of healthcare quality and outcomes.

CHAPTER 3: METHODOLOGY

STUDY DESIGN:

A cross sectional descriptive study involving 100 patients aged 5 to 85 years, admitted at the inpatient department (IPD) of Artemis Hospital Gurgaon was conducted. Convenience sampling was used for selection of 100 IPD patients. Data was gathered from the admitted IPD patients of all floors of Artemis Hospital Gurgaon using the Patient Satisfaction Questionnaire and direct one to one interaction with the patients. To avoid any bias, the questionnaire was completed using accurate input from the patients which were collected during morning floor visits.

SETTING:

Artemis Hospitals – IPD all floors. To assess patient wellness with respect to medical services, particularly focusing on services rendered by doctors, nurses and other ancillary staff during their stay in the hospital.

STUDY POPULATION

- **Inclusion criteria:** During morning rounds in floors, the 100 patients aged 5 to 85 years at the IPD of Artemis Hospital Gurgaon provided the necessary information to complete the patient satisfaction questionnaire.
- **Exclusion Criteria:**
All patients beyond the age of 5 to 85 years.
Patients who were unable to communicate due to their medical condition.
Patients who were reluctant to participate in the study.
- **Study tools:** Tools used were interviews with patients regarding the general issues faced in the ward and service delivery grievances. Feedback from patients regarding their overall satisfaction with the care received was collected. Data were collected through patient satisfaction questionnaire.(CROSS-SECTIONAL DESCRIPTIVE STUDY)

DURATION OF STUDY: 3 months.

SAMPLE SIZE: 100 sample of patients at the IPD.

DATA COLLECTION PROCEDURE: The data was collected through a set of patient satisfaction questionnaire and the IP sheets of the patients both from morning feedback rounds daily from the floors and entered in the excel sheet for final data basis.(patient interviews).

DATA ANALYSIS PLAN:

The Likert scale was used to measure the data. The Likert scale is a quantitative rating system that evaluates beliefs, attitudes, and actions.

- S.D. - STRONGLY DISAGREE,
- D - DISAGREE,
- N.O. - NO OPINION,
- A - AGREE,
- S.A. - STRONGLY AGREE

Patient satisfaction is the patient's level of contentment with their clinical treatment and overall hospital experience. Here are some key points related to this study:

Importance of Patient Satisfaction:

- Patient satisfaction is a measure for assessing the quality of care provided by the hospital.
- It reflects a patient's general orientation toward their healthcare experience.
- Satisfied patients are more likely to seek care in the future and comply with treatment recommendations
- Understanding patient feedback helps identify areas that require improvement and those that are working well in healthcare delivery.
- Patient satisfaction is a significant measure in modern healthcare which determines the quality of medical services provided and its effect on patient experience. A satisfied patient leads to better patient engagement & better health outcomes.

Here are some reasons why patient satisfaction matters:

- **Clinical Success:** Greater patient satisfaction correlates with better clinical outcomes. When healthcare consumers perceive that their caregivers value them, they are more inclined to participate actively in their care leading to improved health results.
- **Branding and Customer Acquisition:** High patient satisfaction can positively affect a healthcare provider's branding. Satisfied patients are more likely to recommend the facility to others, potentially attracting new customers.
- **Legal Implications:** Poor patient satisfaction can have legal implications for healthcare providers. Dissatisfied patients may be more likely to pursue legal action, such as medical malpractice suits.

CHAPTER 4 - RESULTS

100 Patients of the age group of 5-85 years from all the floors of IPD of Artemis hospital Gurgaon participated in the study. Of the 100 people who were interviewed with questioner 59 were male and 41 were female.

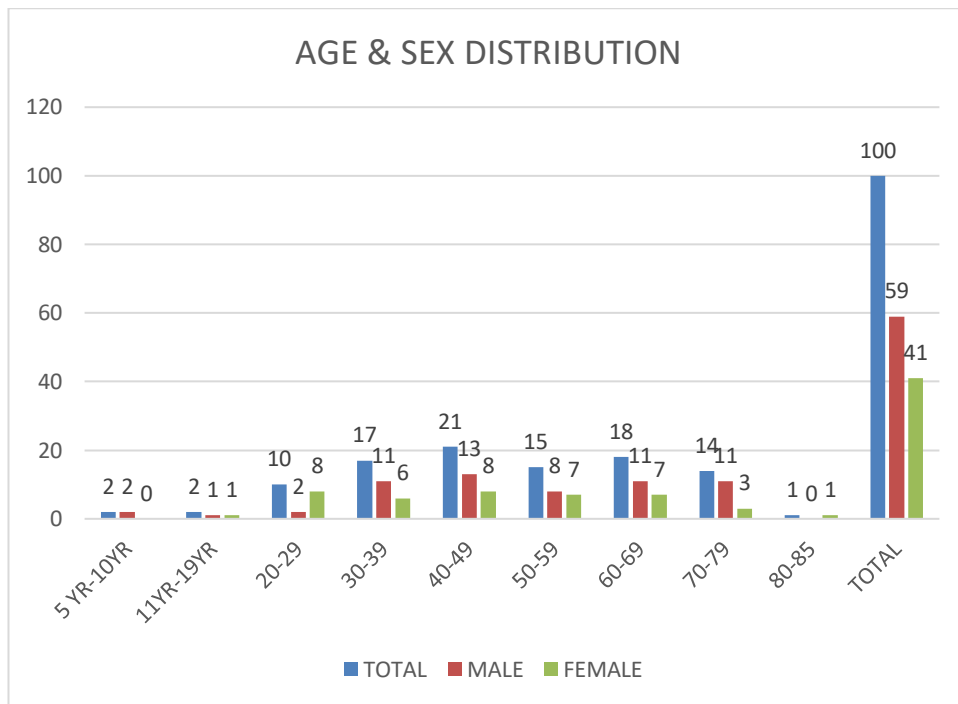
The main focus of the study was patient satisfaction in relation to medical services offered by doctor's nurses and other staff of Artemis Hospital Gurgaon.

During the study conducted in Artemis hospital Gurgaon, every morning during the rounds in different floors, it was clear that there were several issues in the hospital which needed attention.

The data collected gave an insight to the specific gaps in deficiency in service which were to be analyzed and given solutions upon. After analyzing their data, we've presented the findings in Figures.

AGE & SEX DISTRIBUTION OF PARTICIPANTS:

SL .NO	AGE DISTRIBUTION	TOTAL	MALE	FEMALE
1	5-10	2	2	0
2	11-19	2	1	1
3	20-29	10	2	8
4	30-39	17	11	6
5	40-49	21	13	8
6	50-59	15	8	7
7	60-69	18	11	7
8	70-79	14	11	3
9	80-85	1	0	1
	TOTAL	100	59	41



Of the 100 IPD Patients participated in the study 42 patients did not have any issues on any areas of service.

2 male patients in age group of 5-10 years did not have any issue.

2 patient (1 male & 1 female) were in the age group of 11-19 years. 1 complained of dietician issue and 1 complained of language problem faced during the stay.

10 Patients (2 Male & 8 female) were in the age group of 20-29 years. 4 had no issue, 2 had issue related to doctor and 1 had issue related to nurses. 2 had issues related to GD and 1 had issue related to quality of food being served.

17 patient (11 male 6 female) were in the age group of 30-39 years. 12 had no issue, 1 had issuer related to medication, 2 had issue related to nurse. 1 had issue related to GDA and 1 had issue related to dietician.

21 patient (13 male 8 female) were in the age group of 40-49 years. 1 had issued related to admission and discharge process, 1 had issue related to nurse & GDA. 2 had issue related to dietician 1 had issue related to food quality and 1 had issue regarding language barrier faced during stay.

15 patient(8 male& 7 female) were in the age group of 50-59 years.4 had no issue,1 had issuer related to Doctor,1 had issue related to nurse.3 had issue related to GDA , 2had issuer related to housekeeping and 1 had issue related to dietician, 3 had issue related to food quality.

18 patient (11 male 7 female) were in the age group of 60-69 years.1 had no issue,2 had issuer related to Doctor,5 had issue related to nurse.4 had issue related to GDA and 3 had issue related to dietician and 3 had issue related to language barrier faced during stay.1 patient had issue related to both nurses and GDA.

14 patients(11 male & 3 female were in the age group of 70-79 years. 5 patients had no issue 1 had issue related to doctor, 2had issue related to nurse,2 had issue related to GDA,3 had issue related to dietician ad 1 had issue related to food.

1 female patient aged 82 years had issue with food quality.

QUESTIONS RELATING TO DOCTORS.

Figure-1: Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Frequency of Doctor's visit

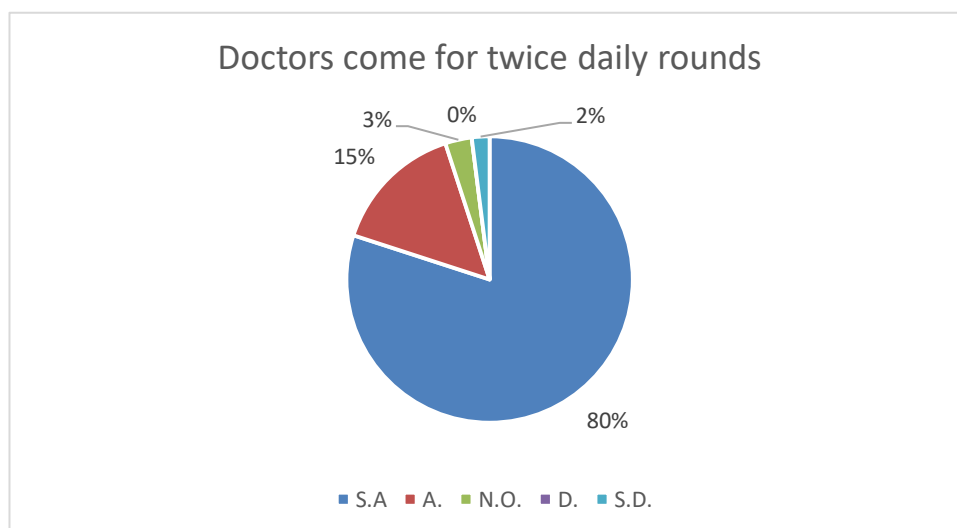


Figure 1 represents that 80% of the patients strongly agreed that the doctor visited them twice dura day at the IPD wards, 15% agreed that doctors visited twice a day, 3% patients

had no opinion about it. 2% out of 100 patients disagreed with the above.

Based on this figure it was seen that positive feedback was given by the patients about the doctors & they were highly satisfied with the treatment given by doctors during the rounds.

Figure-1.1 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Doctor explained the patient about the line of treatment clearly

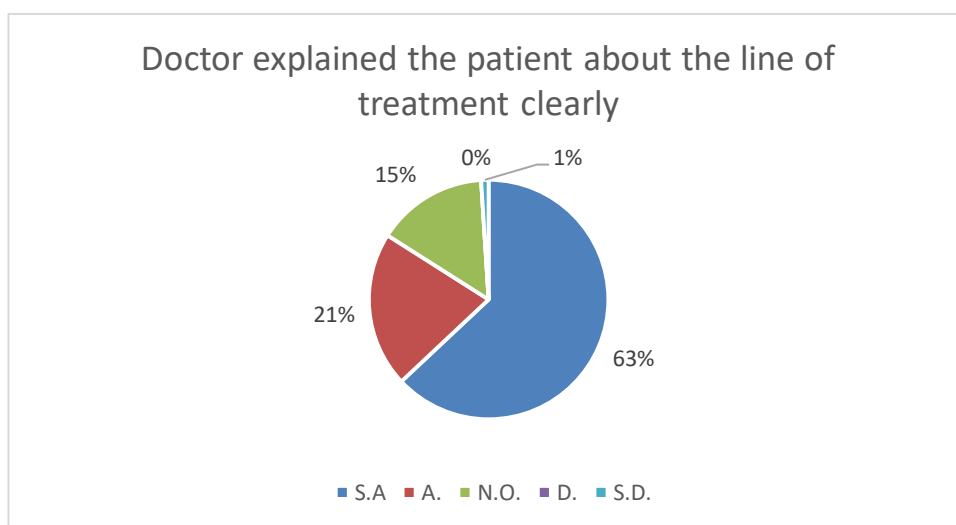


Figure 1.1 represents that 63% patients strongly agreed that doctors explained about the line of treatment clearly. 21% patients agreed that doctors explained the line of treatment clearly. 15% had no opinion about it. 1% patients strongly disagreed and stated that the doctor, due to paucity of time did not explain about the disease condition clearly. Not a single patient disagreed about the fact that the doctor explained about the line of treatment clearly.

Based on this figure it is seen that positive feedback was given by the patients on the issue that the doctors clearly explained them about the line of treatment. Majority of patients gave positive response during the feedback taken during the morning rounds.

Figure-1.2 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Investigations were priorly and clearly explained

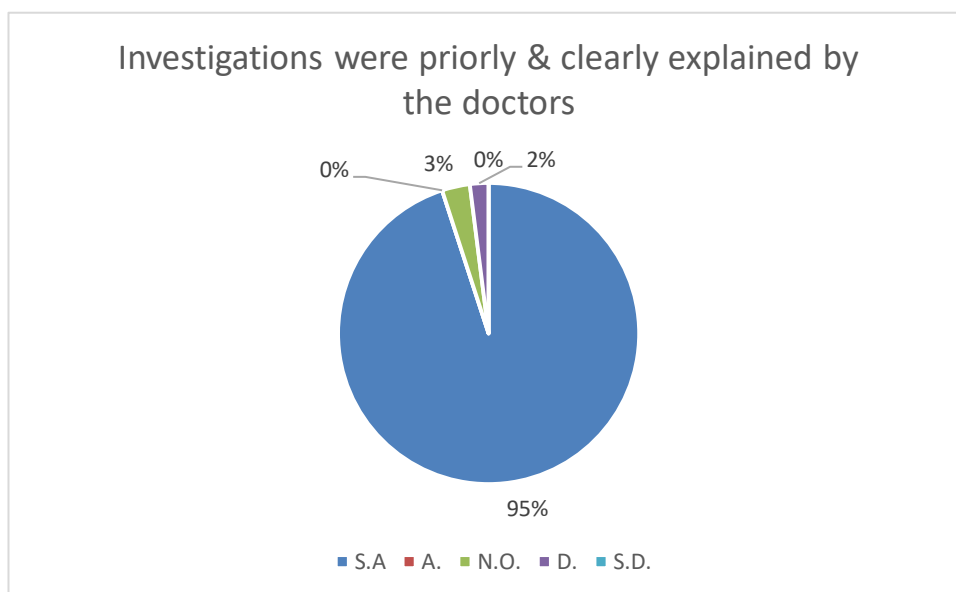


Figure 1.2 represents that 95% patients stated that investigations which were undergone during their stay were priorly explained by the doctors .2% patients disagreed due to the reason that they might have not understood the medical terms that were used by the doctors but maximum patients were informed about the investigations on prior basis.3% had no opinion on this matter.

Based on this figure it is seen that positive feedback was given by the patients during the feedback rounds and they said that the investigations were priorly explained during their treatment in the hospital. Again the majority of the patients gave positive response on the question asked (Where the investigations were priorly explained?) during morning rounds.

Figure-1.3 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Was the doctor empathetic?

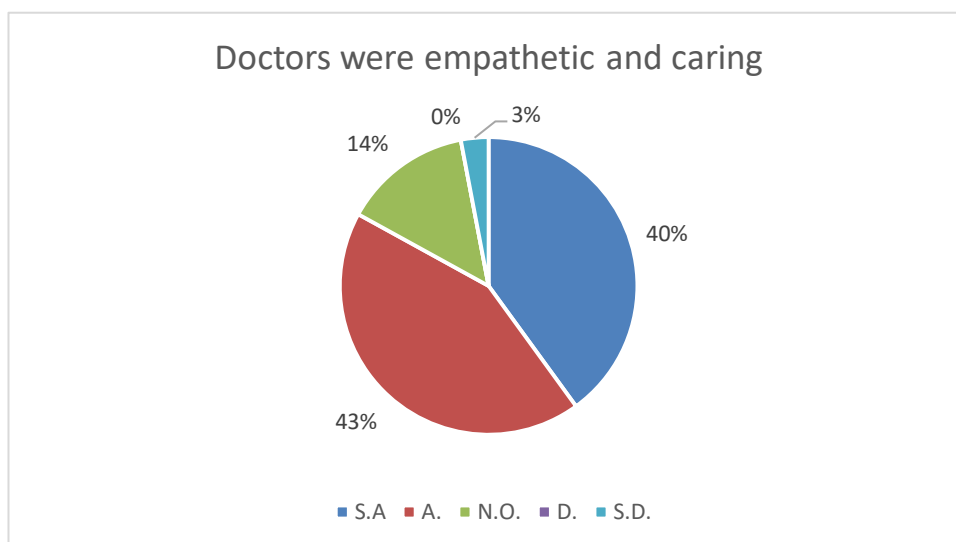


Figure 1.3 represents that 40% of the patients strongly agreed that the doctors were empathetic during their rounds and during there treatment in the hospital right from admission till the discharge of the patients. 43% of patients said agreed that the doctors were empathetic .14% of patients had no opinion about it. No one disagreed about the fact that the doctors were empathetic and said that the doctors were too good with providing the services overall and they were made comfortable before any treatment or surgery. 3% of patients strongly disagreed because they thought that after the surgery the operating surgeon was not present in everyday rounds and had sent their junior doctors for follow up. So they were a bit dejected.

Majority of patients gave good response that the doctors were empathetic but that 3% were given assurance that the doctors will come to them for follow up as they were busy for the huge flow of patients for treatment in hospital.

QUESTIONS RELATING TO NURSES

Figure- 2 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Nurses were prompt to the needs of patients

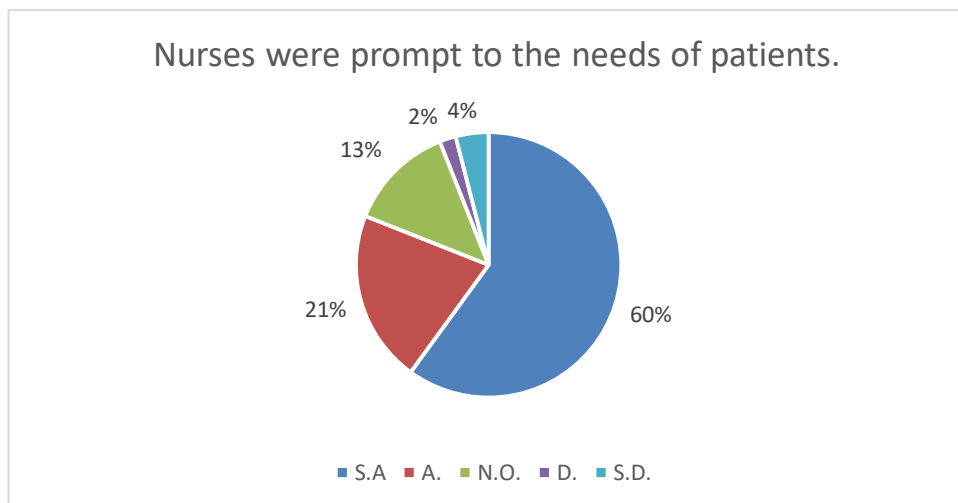


Figure 2 represents that 60% of the patients strongly agreed that the nurses were prompt to the needs of the patients and they were very fast and reliable for the services that was needed at that particular time. 21% of the patients agreed that nurses were prompt to the needs of the patients. 13% had no opinion about it. 2% disagreed that the nurses were prompt in giving services. 4% strongly disagreed about the fact that the nurses were prompt to the needs of the patient because the nurses were short at that moment of time in floors. Another reason was that inspite of ringing the calling bell for several times the nurses would not attend the patients because they were having many patients under them which would take time for service delivery by them .This happened especially at night time in the wards when the patients needed huge attention.

Majority of patients gave average response and said that they had no problem with the nurses with prompt service delivery but some patients were facing serious issues regarding non-availability of nurses at night as several nurses were freshers who were in the training phase posing serious problem.

Figure- 2.1 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Medications explained before the infusion or administration

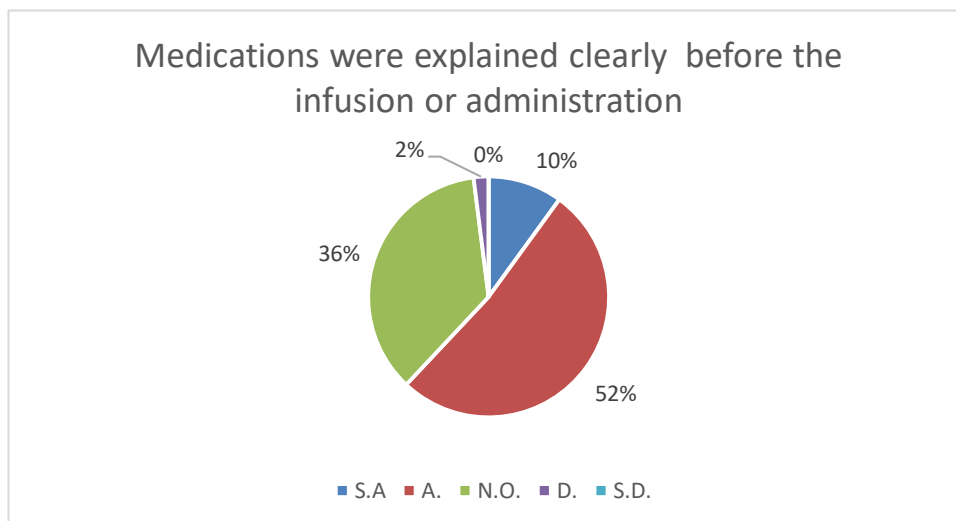


Figure 2.1 represents that 10% of patients strongly agreed that the medications were explained before the infusion or administration. 52% of patients agreed that the medications were explained before the infusion. 36% had no opinion about it. 2% disagreed with the above and said that the nurses did not explain the medications before infusion. Patients said that the nurses gave infusion and attended other patients. They were not informed what medications were infused. No one strongly disagreed.

Here in this case the patients were a bit disturbed and shouted on the nurses that they had equal right to know about the medicine administrated and infused . On asking the nurses they said that some of the medications were explained and some were to be explained by doctors.

Figure- 2.2 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Five steps of hand hygiene followed by the nurses

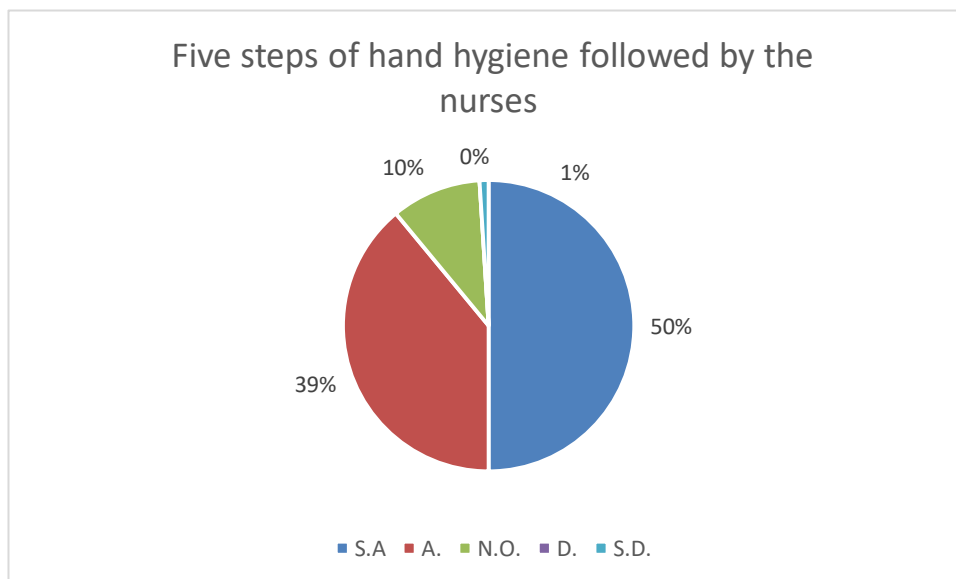


Figure 2.2 represents that 50% of the patients stated that five steps of hand hygiene were followed by the nurses because it is the main quality and safety indicator that had to be followed. The patients appreciated about the cleanliness of the Nurses and the staffs. 39% of the patients agreed on the fact that hand hygiene was followed in proper steps. 10% had no opinion about it. 1% strongly disagreed and said that the nurses were not following hand hygiene which was noted by the patient in the night shift.

Majority of the patients had average response with the cleanliness followed by the nurses and the staffs in the wards during their stay in the hospital but some patients were dissatisfied.

Figure- 2.3 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Patients given enough information about patient fall

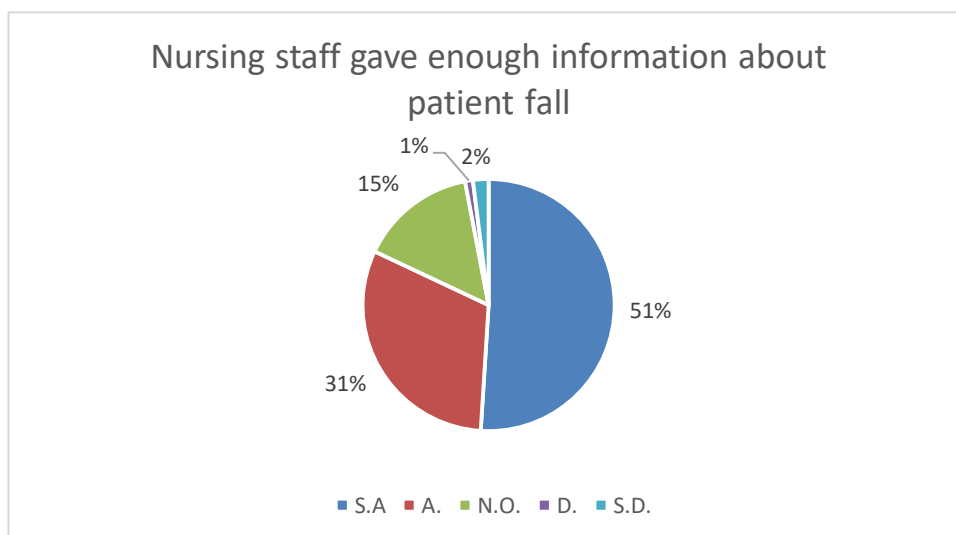


Figure 2.3 represents that 51% of the patients strongly agreed that they were given enough information about patient fall. 31% of patients agreed about the fact that they were given proper information about patient fall. 15% had no opinion about it. 2% disagreed about the fact and said that they were not given information about patient fall which is important for every patient. This was because of casual attitude of the nurses during their shift in hospital.

The patients in case gave an average response that the nurses did not inform about the patient fall properly which was very important during the stay in hospital.

Figure- 2.4 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Patient pain management needs adequately addressed

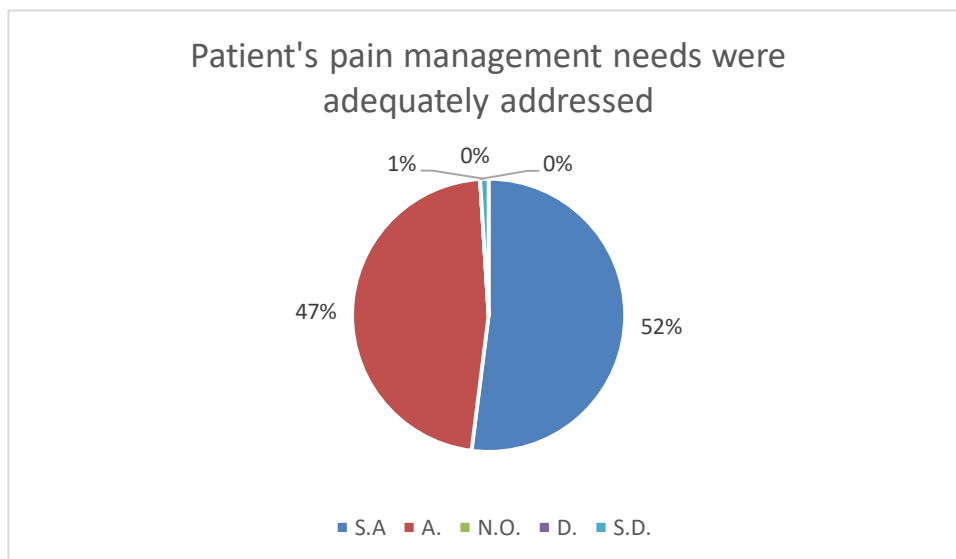


Figure 2.4 represents that 52% strongly agreed that the nurses gave proper information about pain management adequately. 47% patients agreed that the nurses addressed about the pain management in details after admission or transfer to wards. 1% of patients strongly disagreed that they were not given any information about pain management that was very important for every patient.

Average response that was received from the patients during the feedback rounds every morning in different wards.

GENERAL QUESTIONS DURING HOSPITAL STAY

Figure- 3 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Any cultural, religious or language problem faced by the patients during the stay

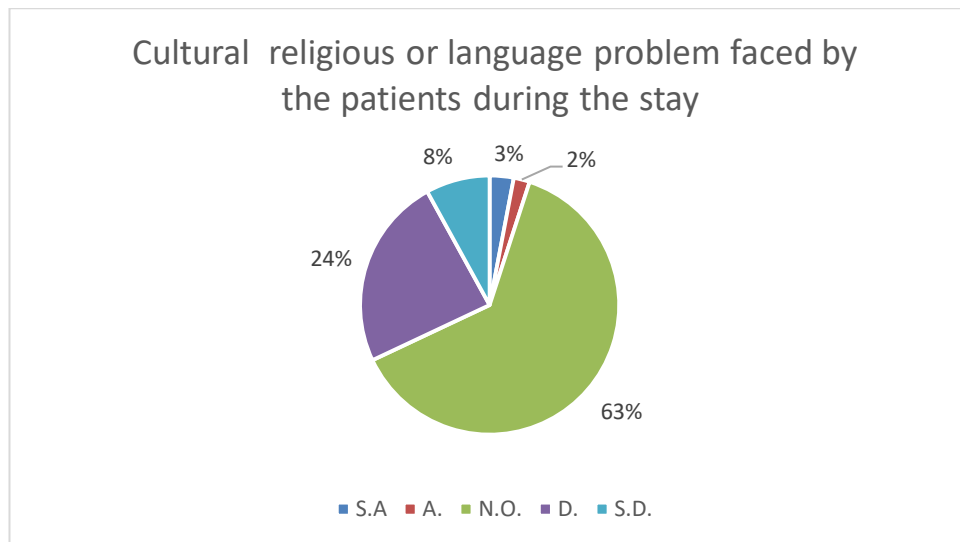


Figure 3 represents that 8% patients strongly agreed that they did not face any cultural or language problem during the hospital stay. 2% agreed that they also did not face any problem regarding language or cultural problem. 63% had no opinion about it. 8% of patients strongly disagreed because they were the international patient population who came for the treatment from different countries and they needed translators to communicate with doctors and nurses.

Here the international patients suffered a problem to understand the language of the nurses and the doctors in case of rounds or providing treatment in wards. Feedback collection was also difficult sometimes.

Figure- 3.1 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Meals provided by the hospital staff were satisfactory in terms of quality and variety?

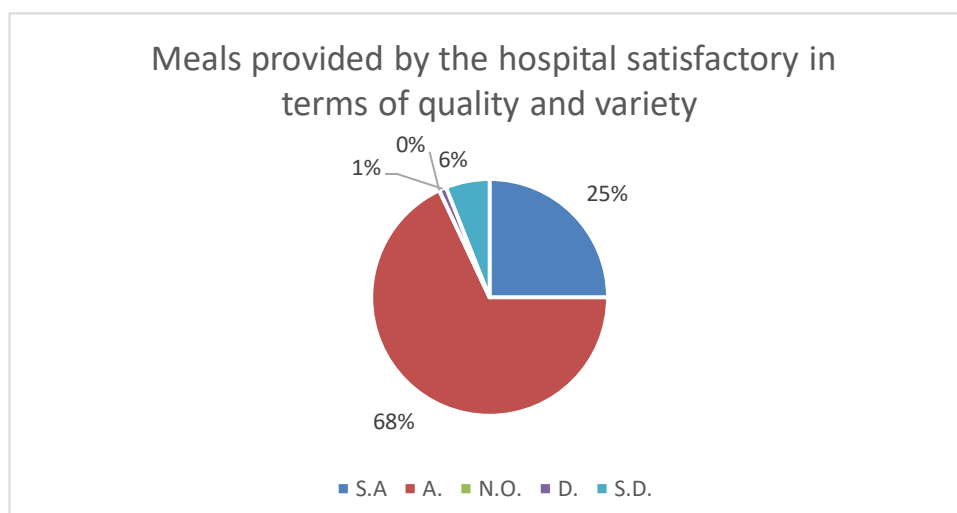


Figure 3.1 represents that 25% of patients strongly agreed that the meals provided by the hospital staff were satisfactory in terms of quality and variety. 68% of the patients agreed about the fact that they were provided by good quality of food in wards during their stay and they were provided with the right quantity of food as prescribed by the dieticians. 1% patients disagreed and said that the food quality in the wards were very bad and the patients were unable to eat the food which was provided to them. 6% of the patients strongly disagreed and expressed dissatisfaction with the quality and quantity of food served. Therefore, this issue needed to be considered in order to give patients high-quality food that would satisfy them during the stay in hospital.

Figure- 3.2 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Hospital facilities clean and well maintained

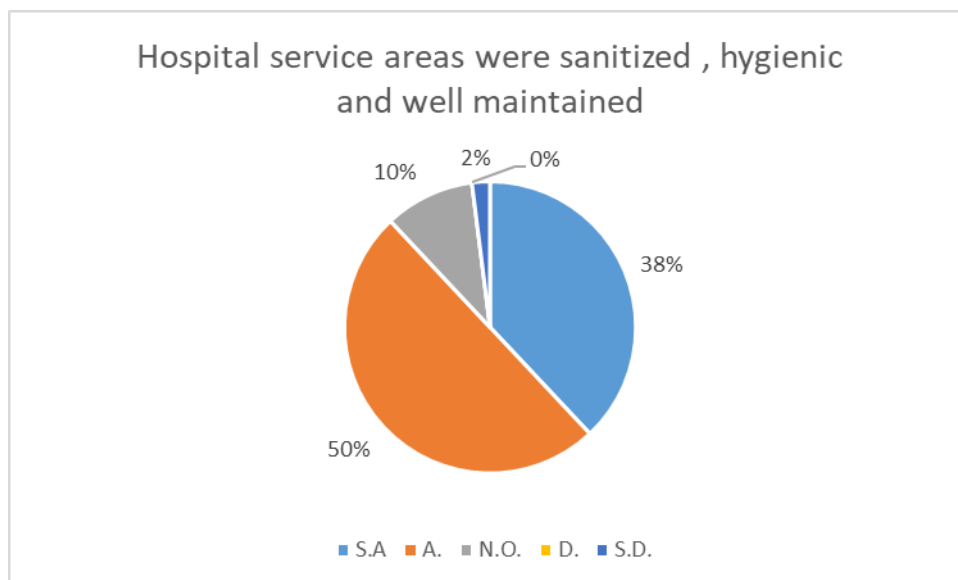


Figure 3.2 represents that 38% of patients strongly agreed and stated that the hospital facilities were clean and well maintained. 50% of patients agreed and stated that the wards were neat and clean. 10% had no opinion about the fact while taking feedback. 2% of the patients strongly disagreed and said that the housekeeping staff were very slow about the cleaning process they needed to be called many to avail the services of cleaning the wards.

Here in this figure 50% had average response that the floors were clean but 2% patients who gave bad feedback is of concern.

Figure- 3.3 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Admission and discharge process patient oriented or friendly

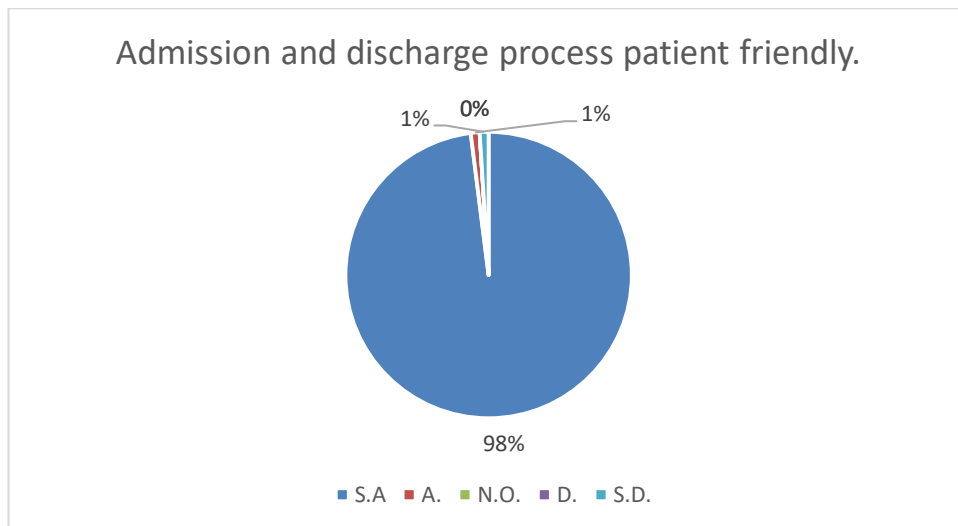


Figure 3.3 represents that 98% of the patients strongly agreed that the admission and discharge process are patient oriented and friendly. 1% of the patients stated that the admission and discharge process was patient friendly but there was a problem in his document and it took time. No one opposed it. 1% of the patient strongly disagreed because he had to wait in the long queue for hours and due to less no. of staffs in the admission desk it took time to complete the whole task in the given TAT time so he refused the fact that the admission and discharge process was patient oriented and friendly.

Majority of the patients gave a positive response of the fact that the admission and discharge was patient friendly during the feedback rounds in the wards.

Figure- 3.4 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Are there less amount of GDA staffs available in the Wards?

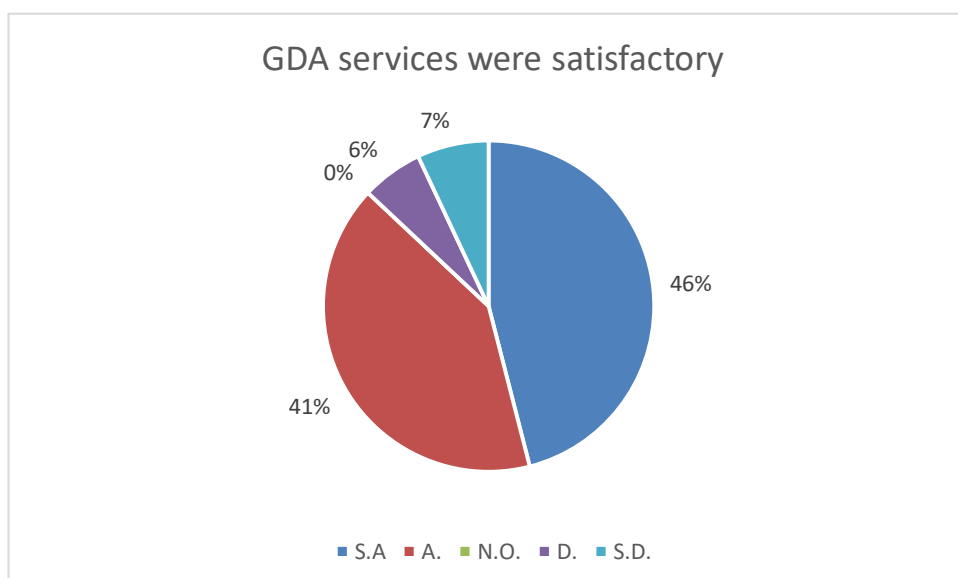


Figure 3.4 represents that 46% of the patients strongly agreed that there was less amount of GDA staffs available in the wards. 41% of the patients strongly agreed that there was less amount of GDA staffs available in the wards. 6% disagreed about the fact that there was less GDA staffs available in wards. 7% strongly disagreed that there was less amount of GDA staffs available in the wards.

Here in this figure, it is seen that there was a maximum no. of negative feedback from the patients in the wards regarding the GDA staff availability in the wards which was of huge concern. Inadequate number of GDA staff in the wards led to delay in services as transfer of patients from OT to wards to other service departments as Radiology and Echo/TMT. This avoidable service had led to discontentment among the patients resulting in negative feedback.

Figure-1.4 Distribution of Respondents pertaining to satisfaction with respect to medical services in perspective of:

Patients receiving timely assessments of their nutritional needs by Dietician

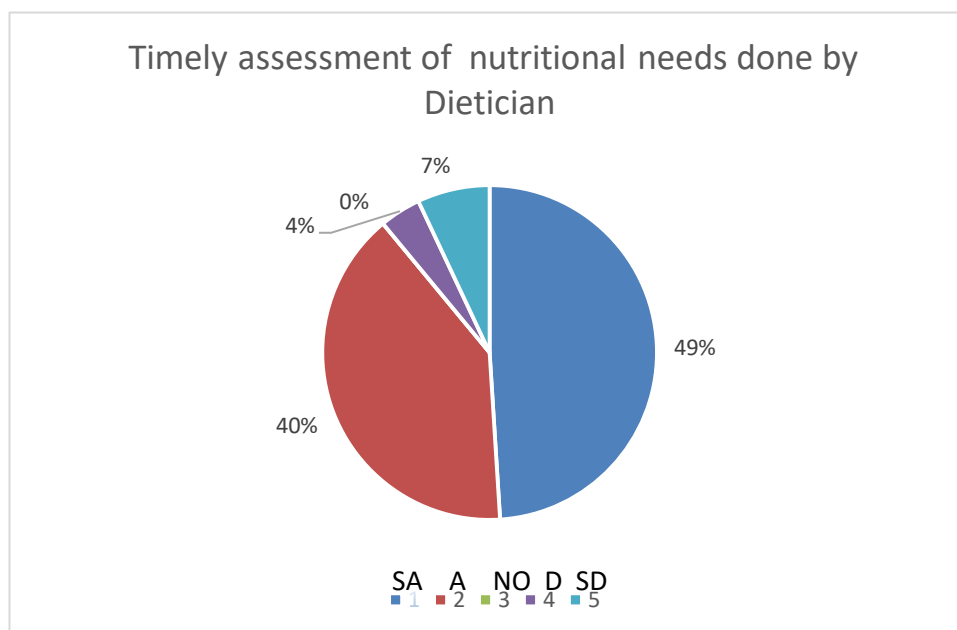


Figure 1.4 represents that 49% of the patients strongly agreed that they were getting timely assessment of their nutritional needs in the wards during the treatment. 40% patients agreed that they were receiving timely assessment of nutritional needs. 7% strongly disagreed and said that the dietician did not come to the wards for visit inspite of calling them for request in changes of food schedule.

These patients were disturbed about the care or service given by the dietitians.

Majority of the patients had average response but from them also many patients after staying for 2-3 days in the wards felt that the dietitians were not very responsive to timely assessment of nutritional needs.

CHAPTER 5 -DISCUSSION:

Understanding patient satisfaction with the medical services in the IPD (In-Patient Department) department at Artemis Hospital Gurgaon was crucial for improving the overall patient experience. This was evaluated on different aspects such as:

Areas for Evaluation:

- ✚ Healthcare Providers:
- ✚ Doctor's communication skills: clarity of explanation, time given to patients, bedside manner.
- ✚ Availability of doctors for consultation and addressing concerns.
- ✚ Competence and expertise of doctors and nurses based on examination

Nursing Care:

- ✚ Responsiveness and attentiveness of nurses to patient needs.
- ✚ Adequacy of pain management and other care procedures.
- ✚ Empathy and emotional support provided by nurses.

Hospital Amenities:

- ✚ Cleanliness and comfort of rooms and facilities.
- ✚ Quality and timeliness of meals served.
- ✚ Efficiency of housekeeping and maintenance services.

Of the 100 patients who participated in the study 42 patients had no issues related to any major areas of service. Of the 58 patients who had complaints regarding different service deficiencies, the major areas of concern was that of GDA service and Nursing service (13 each). 11 patients had issues related to dietitian, 7 patients had issues related to food, 5 patients had issues related to doctor, 5 patients had issues related to language barrier and communication difficulty & 2 patients had issues related to housekeeping. 1 patient had issue related to admission and discharge procedure.

CHAPTER 5 – SUGGESTIONS. (IMPLICATIONS & CONCLUSION)

RECOMMENDATIONS-

Streamline Communication Channels:

International patients were facing difficulty in communicating with Doctors and nurses as many of them had little knowledge of English and no knowledge of Hindi. As communication is mandatory for patients to express their medical concern to the medical professional, establishment of Communication Channels is a priority for the hospital.. Induction of Interpreter/Translator and implementation of a centralized digital platform for consistent patient updates on treatment, diet, schedules, supplemented with easy-to-understand pamphlets will help in establishing proper communication channels.

Cultural Competence Program:

Introduce a mandatory short-term training module for all new and existing staff on cultural competence to improve interactions with a diverse patient base. This can be integrated into existing training programs to minimize disruption. This will effectively help in communicating with international patients and help in prompt and enhanced service delivery

Human Resource Management

Patients had been complaining of non-availability of GDA in major service areas, thereby causing dissatisfaction. Adequate manpower deployment in terms of GDA at major service areas will significantly lessen waiting period and ensure prompt patient needs.

Timely assessment of nutritional needs of patients by Dietician on regular basis will lessen the dissatisfaction.

Enhancement of quality of meals and offering meal variety will significantly improve patient satisfaction level.

Patient Satisfaction Surveys:

Regularly distribute concise patient satisfaction surveys post-discharge to gather timely and actionable feedback. To ensure that the survey is brief and straightforward to encourage higher response rates.

CONCLUSION

The study on patient satisfaction at Artemis Hospital's IPD department highlighted the importance of a holistic approach to healthcare that encompasses high-quality medical care, efficient service delivery, compassionate staff behavior, a comfortable hospital environment, and efficient administrative processes. Artemis Hospital has demonstrated strong performance in these areas, resulting in positive patient feedback. However, the continuous improvement of identified areas, such as interdepartmental coordination and patient involvement in decision-making, is essential to maintaining and enhancing patient satisfaction. The insights gained from this study provide a valuable foundation for hospital management to implement strategies aimed at further improving patient care and ensuring that patients have a positive and supportive hospital experience.

In conclusion, assessing patient satisfaction within the IPD department of Artemis Hospital Gurgaon isn't merely a box-ticking exercise; it's the cornerstone of a continuous improvement cycle. Analyzing this data allows for the identification of strengths and weaknesses in areas like healthcare provider communication, nursing care, hospital amenities, and communication transparency.

Equipped with this knowledge, Artemis Hospital can implement targeted action plans. This might involve communication skills training for doctors and nurses, improved pain management protocols, or enhanced housekeeping services. Crucially, the hospital must communicate these changes to patients and staff, fostering transparency and trust.

Investing in staff development through training programs empowers healthcare providers and nurses to address patient concerns effectively. Moving beyond mere satisfaction, Artemis Hospital strives to cultivate patient loyalty. This is achieved by exceeding expectations throughout the patient journey, fostering a compassionate environment, and actively addressing patient feedback. Satisfied patients become powerful advocates, sharing positive experiences and propelling the hospital's reputation forward.

To stay ahead of the curve, Artemis Hospital can benchmark its patient satisfaction scores against industry standards and best practices. Furthermore, embracing technological advancements like real-time feedback mechanisms and data-driven personalization can further enhance the patient experience. Ultimately, by prioritizing patient satisfaction assessment and utilizing it to drive continuous improvement, Artemis Hospital Gurgaon can solidify its position as a leader in healthcare delivery, offering exceptional medical services within a compassionate and comfortable environment.



Designing Effective Patient IPD Satisfaction Surveys

REFERENCES:

Saravanakumari AD, Selvi DT, Kumar RR, Paul S. Assessment of patient satisfaction with inpatient services at secondary level setting. Public Health Rev Int J Public Health Res. 2020; 7 (6):58-65.

Available From: <https://publichealth.medresearch.in/index.php/ijphr/> Article/view/142.

Kumar R, Javia M, Mehta H, Kamlesh. Assessment of patient satisfaction level with the services available in the inpatient departments at a tertiary care hospital. Int J Adv Med Health Res 2023; 10:85-8.

Available From: www.ijamhrjournal.org.

Qadri SS, Pathak R, Singh M, SK. An Assessment of Patients Satisfaction with Services from a Tertiary Care Hospital in Rural Haryana. International Journal of Collaborative Research on Internal Medicine & Public Health 2012;4 (8):1524-37.

International Journal of Recent Scientific Research Vol. 10, Issue, 04(A), pp. 31697-31700, April, 2019

http://www.ijr.in/journal/journal_file/journal_pdf/14-438-15224120101-10.pdf.

Goel S.L and Kumar R. Hospital Administration and Planning, 1st edition, Jaypee Brothers, Medical Publishers Pvt Ltd: New Delhi.

Raju NS, Bahuguna J, Rao JN. Patient Satisfaction Survey among Inpatients in a Multispecialty Teaching Hospital, South India: A Feedback Analysis. Int J Res Foundation Hosp Healthc Adm 2018; 6(2):43-50.

Available From: International Journal of Research Foundation of Hospital & Healthcare Administration, July-December 2018; 6(2):43-50 49.

Smith J, Doe J, et al. Cross-sectional study of clients' satisfaction with outpatient and inpatient services of public health facilities of a North Indian state. Public Health Rev Int J Public Health Res. 2020;7 (6)

Available from: <http://www.medresearch.in>.

National accreditations board of Hospitals and health care providers (NABH), accreditation standard guidebook for hospitals, 4th edition Dec 2015, Access, Assessment and continuity of care (AAC) p. 28-31.

Deka C, Borboruah L, Sarmah PP, Paul I. A Study on Patient Satisfaction among the Patients Admitted in the In-Patient Departments of a Tertiary Health Care Institution in North East India. Natl J Community Med [Internet]. 2020 Sep. 30 [cited 2024 May 12]; 11 (09):356-61.

Available from: <https://njcmindia.com/index.php/file/article/view/370>.

Singh S, Jain S. Satisfaction level of IPD patients with medical services. Int J Manag. 2014 Feb; 5(2):1-9.

Available from: <http://www.iaeme.com/IJM/index.asp>.

Sodani PR, Kumar RK, Srivastava J, Sharma L. Measuring patient satisfaction: a case study to improve quality of care at public health facilities. Indian J Community Med. 2010; 35:52-56.

Kaur M, Bashar A, Singh T, Kumar R. Cross-Sectional Study of Clients' Satisfaction With Outpatient and Inpatient Services of Public Health Facilities of a North Indian State. Health Services Insights. 2020;13. doi:10.1177/1178632920929969.

Asamrew N, Endris AA, Tadesse M. Level of Patient Satisfaction with Inpatient Services and Its Determinants: A Study of a Specialized Hospital in Ethiopia. J Environ Public Health. 2020;2020: 2473469. doi:10.1155/2020/2473469.

Kumari R, Idris M, Bhushan V, Khanna A, Agarwal M, Singh S. Study on patient satisfaction in the government allopathic health facilities of lucknow district, India. [Internet]. Vol. 34, Indian journal of community medicine/ : official publication of Indian Association of Preventive & Social Medicine. 2009. p. 35–42.

Available from: <http://www.ncbi.nlm.nih.gov/pubmed/19876453>.

<https://www.wikipedia.org> .

<https://emeralsinsight.org>

<https://www.jcadonline.com>.

Google scholar.

<https://www.artemishospitals.com>.

ANNEXURE

QUESTIONNER

SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Doctor come for twice daily rounds	80	15	3	0	2	100		
2	Doctor explained the patient about the line of treatment clearly	63	21	15	0	1	100		QUESTIONS RELATING TO DOCTORS
3	Investigations were priorly & clearly explained by the doctors	95	0	3	2	0	100		
4	Doctors were empathetic and caring	40	43	14	0	3	100		
SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Nurses were prompt to the needs of patients.	60	21	13	2	4	100		
2	Medications were explained clearly before the infusion or administration	10	52	36	2	0	100		QUESTIONS RELATING TO NURSES
3	Five steps of hand hygiene followed by the nurses	50	39	10	0	1	100		
4	Nursing staff gave enough information about patient fall	51	31	15	1	2	100		
5	Patient's pain management needs were adequately addressed	52	47	0	0	1	100		
SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Cultural religious or language problem faced by the patients during the stay	3	2	63	24	8	100		
2	Meals provided by the hospital satisfactory in terms of quality and variety	25	68	0	1	6	100		GENERAL QUESTIONS DURING HOSPITAL STAY
3	Hospital service areas were sanitized , hygienic and well maintained	38	50	10	0	2	100		
4	Admission and discharge process patient friendly.	98	1	0	0	1	100		
5	GDA services were satisfactory	46	41	0	6	7	100		
6	Timely assessment of nutritional needs done by Dietician	49	40	0	4	7	100		

THANK YOU



PLAGARISM REPORT.

GAURI_SAHA_DESSERTATION_FINAL.docx

ORIGINALITY REPORT

8%

SIMILARITY INDEX

7%

INTERNET SOURCES

4%

PUBLICATIONS

4%

STUDENT PAPERS

PRIMARY SOURCES

1

Submitted to IIHMR University

Student Paper

1%

2

Submitted to universalaiuniversity

Student Paper

1%

3

www.researchgate.net

Internet Source

1%

4

www.jaypeedigital.com

Internet Source

1%

5

www.artemishospitals.com

Internet Source

1%

6

vdocuments.mx

Internet Source

<1%

7

journals.lww.com

Internet Source

<1%

8

dspace.sctimst.ac.in

Internet Source

<1%

9

www.njcmindia.com

Internet Source

<1%